



# CIT Customer Service Report for the Telecommunications Branch

for Saturday, June 1, 2002 to Sunday, June 30, 2002

	Created				Assigned/Pending			Closed			Average
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	Minutes to Close
Telecommunications											
Billing	3	0	0	0	0	0	1	2	0	0	5
Cable Infra/Dark Fiber Installat	1	0	0	0	0	0	0	0	0	1	3
Circuits	9	1	0	1	0	2	0	7	1	1	7
Conferencing	5	0	0	0	0	0	0	5	0	0	9
DELPRO	18	380	0	0	0	44	42	17	233	62	1
General Info	23	4	0	0	0	0	0	24	3	0	8
NIH Directory	2	1	0	0	0	0	0	2	1	0	3
Operator Services	0	1,228	1	0	0	249	0	0	980	0	0
Pagers	2	0	0	0	0	0	0	2	0	0	8
Phones/Accessories	47	2	1	0	0	0	0	47	3	0	9
Repairs (611)	51	1	0	0	0	1	0	48	3	0	6
Residential Services	1	2	0	0	0	0	0	0	3	0	1
TSR	68	264	0	0	0	23	9	67	225	8	2
Verizon Phone Book	2	0	0	0	0	0	0	2	0	0	4
Voice Mail	65	4	0	0	0	0	0	62	6	1	7
Web Work	0	13	0	0	0	0	0	0	13	0	0
Grand Total:	297	1,900	2	1	0	319	52	285	1,471	73	1